

Back in business quickly

CHALLENGE

Just weeks after partnering with Contractor Connection, a high-profile client experienced the benefits of the program when one of its stores caught fire. The client needed an experienced contractor quickly to help get its business back up and running in a timely manner.

SOLUTION

Within minutes of getting the call, the network contractor arrived on site and removed all debris and hazardous materials within a few days. The client, contractor and Contractor Connection remained in contact regularly while repairs were completed, resulting in high customer satisfaction. The hands-on engagement from Contractor Connection's customer service team helped the client remain confident in the ability of the network to not only meet but exceed the timeline expectations.

INDUSTRY

Commercial insurance

LOCATION

U.S.A.

CLAIM TYPE

Fire damage

RESULTS

18 Mins

on-site response time

10.0

customer satisfaction rating

